APPENDIX 1

HIGH-LEVEL REQUIREMENTS

Overview

The aim of the Council's Prevention and Early Intervention services are to support the delivery of Enfield Council's statutory duties under the Care Act 2014.

This is to help ensure that people who live in Enfield:

- receive services that **prevent** their care needs from becoming more serious or delay the impact of their needs.
- can get the **information and advice** they need to make good decisions about care and support.
- have a **range of provision** of high quality, appropriate services to choose from to support their independence, health and wellbeing.

These services are further intended to support the Council's delivery of national and local priorities relating to prevention and early intervention as set out in this Appendix 1.

Currently, the Council intends to create multiple supplier contracts to deliver on the key outcomes in respect of Enfield's Prevention and Early Intervention agenda across a potential time frame of up to 9 years.

As a result of the broad range of areas and scale of provision, resultant providers, and sub-contractors will be encouraged to work collaboratively together. Additionally, where considered appropriate to potential providers - the formation of consortiums may foster partnership approaches to the delivery of key outcomes and maximise the valued contributions of smaller organisations.

Outlined below are some of the key areas currently required to deliver re-provisioned Prevention and Early Intervention services. Please note that whilst the outcomes sought are presented in key areas, these areas do not necessarily align with the number of contracts to be procured in the future.

Partnership working – both between contracted organisations and wider health and social care stakeholders will be essential to the successful delivery of outcomes in respect of Prevention and Early Intervention agenda.

Key Areas envisaged for the future services

Area 1 - Supporting Unpaid Carers

The overarching aim of this area is to identify, reach and provide accessible information and support services to unpaid carers, so that they feel supported in their caring role and their health and wellbeing is maximised.

Key requirements may include:

- To run a central, visible and accessible **physical hub** for carers services in Enfield
- To raise the **awareness** and understanding of **carers and their rights** and support services
- To **identify and reach** unpaid Carers, particularly hard to reach groups and link into services at an early stage to prevent needs escalating. Provide referrals for Carers Assessments
- Provide **accessible advocacy services** to support unpaid carers in making their voice heard
- **Provide information, advice and support** to maintain and improve carer's physical and mental and wellbeing.
- Provide unpaid Carers with the right tools, including training to continue **caring safely**
- Support carers in **financial management/benefit maximisation employment, volunteering and training**
- Supporting carers to **plan for the future** and any transitional caring responsibilities
- To **amplify the voice of unpaid carers** through advocacy and inclusion to ensure that the unpaid carers voice is central to designing, delivering and evaluating services. Maintain and support a number of **Carer Ambassadors**

Area 2 - Supporting Independence & Inclusion through early intervention

Early identification of key groups at risk of escalating need, early intervention to support independence and inclusion, improving health and wellbeing and opportunities for self-management of conditions and avoiding crisis.

The aim of this service is to identify and **reach key groups at risk of escalating need**, provide suitable **early interventions** to maximise independence, maximise health (including mental health) and wellbeing, **maximise social inclusion** and **reduce loneliness and isolation**, maximise the **self-management** of conditions and help **avoid crisis** including admissions to hospital.

Key requirements may include:

- To identify, reach and engage individuals *at risk of* or *living with* long term conditions

- To educate and raise awareness and understanding of **long-term conditions** and the importance of good health and wellbeing to prevent long term conditions or enable people to live well with these conditions
- To provide information, advice and low-level support services to maintain good **health and wellbeing, facilitate independence, self-manage conditions** and prevent the onset of chronic health conditions
- To identify, reach and engage individuals *at risk of* falls and provide the information, advice and early intervention services to prevent **falls/fractures** and repeat falls/fractures
- To identify and reach and engage people at risk of **social isolation and loneliness** and facilitate social inclusion, peer support, happiness and wellbeing through early intervention services, including lunch clubs

Area 3 - Advocacy

The overarching aim of this service is to improve accessibility and provision to advocacy for vulnerable people and their carers /family in Enfield.

Key functions may include:

- To run an accessible advocacy service for vulnerable people and their families in Enfield
- To raise the awareness and understanding of service user /carer's rights, eligibility criteria and assessment and care planning processes
- Build service users and carer's knowledge and confidence when dealing with professionals.
- To support people with support and care needs to make their voice heard (including through consultation opportunities) to influence and contribute to the design and delivery of services, including people represented by smaller community organisations, whose voice is seldom heard.
- Provide the right support to enable meaningful co-production of services.
- Provision of one-to-one advocates when necessary

Area 4 - Recovery from illness and safe and appropriate discharge from hospital

The aim of this service is to facilitate recovery from illness and successful hospital discharge through the provision of high-quality support in the home, so that people are confident and able to discharge from a hospital setting and live independently in the community.

Key requirements may include:

- To help people care for themselves at home for as long as possible.
- Assist and enable smoother, safer discharge processes by supporting carers to be involved in discharge care planning
- To provide information and advice to support successful hospital discharge, including unpaid carers where appropriate
- Signposting to appropriate advocacy services as required

- To help users of the service to feel confident and safe in their home.
- To reduce length of stay in hospital through facilitated early discharge by supporting users to self-care at home
- To reduce emergency admission and readmission to hospital
- To reduce delayed discharges for people not otherwise eligible for social care support

Area 5 - Information & Digital Inclusion

The overarching aim is to ensure people have access to the clear and personalised information and about key health, social care and Voluntary Community Sector services enable people to make an informed decisions about what services they receive to support their independence, health and wellbeing.

Key requirements may include:

- The provision of a physical Information Hub to act as a first contact point for those in need of support information and advice to support independence, health and wellbeing
- To provide up to date information and advice in a range of formats and ensure key partner organisations have access to consistent and up to date information to share with service users and carers
- Working with other voluntary, statutory sector and independent organisations to ensure that service users have access to a range of Information and Advice services that promote their independence, health and well-being
- Offer information, advice and assistance, where appropriate, with practical matters that influence the ability of service users to remain independent within their community, including applications and form filling
- To provide services that support digital inclusion and connection, including training and technical support to set up and manage everyday digital technology to enhance communication and access to information
- Provide clear information and advice on what the options are for people seeking to maintain independence, including accessible information about specialist housing options, to improve understanding of housing options
- Provide services to build confidence and awareness around information security and risks of scamming
- Support older people and people with disabilities to understand tenancy rights, maintain and manage their tenancies